

Collaboration between Protective Services and MCOs and/or SCs

STEP 1

RON received by the AAA for individuals aged 60 and over

STEP 2

Based on categorization, AAA is to ensure the consumer's safety or reduce/eliminate risks

STEP 3

AAA will check EVS for CHC verification. If consumer is enrolled with an MCO contact that MCO for collaboration and information sharing using the OAPSA Reporting form

STEP 4

AAA will provide the following information to MCO utilizing the "OAPSA Reporting Form" located on the LTLTI website:

1. Consumer's name
2. Consumer's address
3. Summary of allegations
4. PS investigator name and contact information

STEP 5

AAA will request the following information from the MCO utilizing the "OAPS Reporting Form" located on the LTLTI website:

1. Service Coordination Agency contact information
2. Service Plan (if needed)
3. Back-up plan (if needed)
4. PCP information and any other medical information thought to be relevant to the investigation

STEP 6

Based on the findings of the PS investigation (which must include the MCO/SC/Provider as collateral contacts):

- Service plan will be developed for substantiated cases using the "OAPS Service Plan for PS Informed Consent Form". The proposed PS service plan shall be developed in collaboration with the older adult, PS, provider (including the MCO and SC), and any informal supports (if appropriate).
- The MCO and/or SC will approve the PS service plan and implement services that are covered by the MC plan. Any services necessary to reduce/eliminate any identified risk(s) that are not covered by the MCO (for example emergency shelter, animal kenneling, petitions to court, etc.) may be covered using PS funds.

STEP 7

AAA will provide the final status/outcome of case to MCO (i.e. substantiated, unsubstantiated, no need, etc.)

*****Note: Not every PS case will require involvement of the MCO**